

Nkwanga Ashraf Tyler

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SUMMARY

Energetic and service-oriented Guest Services Agent with a passion for delivering exceptional experiences. Proficient in providing attentive and personalized guest assistance, including check-in, baggage handling, and ensuring seamless arrivals and departures. Skilled in addressing inquiries, resolving issues promptly, and maintaining a welcoming environment. Strong communicator with a commitment to enhancing guest satisfaction through proactive support and attention to detail

SKILLS

- | | | |
|---------------------------|--------------------------------|--------------------------------|
| • Communication | • Analytical skills | • Attention to Detail |
| • Team management | • Leadership | • Escalation Management |
| • Problem-Solving | • Interpersonal skills | • Team Collaboration |
| • Customer Service | • Safety and Compliance | • Adaptability |

EXPERIENCE

MTN Group | Account executive

Kampala Uganda | 12.2022 – 01.2024

- Collaborated with sales executives and consistently exceeded sales targets, achieving an average of 30 % revenue growth year-over-year, totaling \$3000000 in sales.
- Strengthened client relationships through regular communication, on-site visits, and personalized support, resulting in a client retention rate of 30%.
- Led contract negotiations, pricing discussions, and service level agreements, resulting in an average 70% increase in contract value.
- Conducted regular business reviews with clients to assess performance, identify areas for improvement, and present recommendations, resulting in 90 % improvement in client satisfaction.
- Developed strong relationships with key stakeholders, acting as a trusted advisor and providing strategic guidance, resulting in 80% increase in client loyalty.

AMAZON | Customer Success

Dubai UAE | 04.2021 -12.2021

- Collaborated with three product managers and two software engineers to identify Amazon Web Services Elastic Compute Cloud (EC2): EC2 performance / improvement opportunities and integrate new features
- Delivered actionable cloud and software/service solutions to customer executives & supported the onboarding and following up of clients to renew contracts
- Exceeded annual targets with a client renewal rate above 81% for over 95 highly strategic accounts, and saved four companies \$65,000 in meeting expenses by selling Amazons software tools

AI MASAOOD NISSAN | Sales executive

Abu Dhabi UAE | 6.2016-02.2021

- Handled 100+ calls daily and covered all areas of responsibilities (5-person customer service team)
- Developed and maintained personal client relationships through follow-up thank you letter and consistent volume of \$3,000- \$4,000/day
- Excelled in customer engagement through top-down selling techniques and recommendation of multiple options to meet sales goals.
- Managed floor changes and updates seamlessly, ensuring a seamless shopping experience for customers every season

BANK OF AFRICA | Customer care manager

Kampala Uganda | 09.2013-7.2015

- Handled 100+ calls daily and covered all areas of responsibilities (5-person customer service team)
- Signed up new customers, retrieved customer data, cancelled and promoted service information
- Received 97% customer satisfaction rating, which contributed to a 10% decrease in cancellation
- Worked to address all customer concerns in a timely and effective manner.
- Developed successful tactics to sell products and services to customers.

EDUACTION

Kampala International University | Bachelor of Business Administration

Kampala Uganda 2010-2013

- Field of Study Accounting and finance
- Cumulative GPA: 3.0/4.00

Certificates : Data science /AI

PROJECTS

Crypto Price Predictor Project

Created a price predictor to help predict BTCs and ETHs prices using data

Optical Character Recognition System

Built a system to process images and identify characters, but also to search and manipulate the data